

ALCATEL 4625 Call Processing Server

The Alcatel 4625 Call Processing Server is designed to provide powerful solutions in the IVR, Audiotex and CTI* application domains.

It enables companies to gain additional efficiency in workflow and to increase competitive differentiation.

Keep in touch with your customers

- No more lost calls: Automated Attendant plus Mailbox as alternatives to waiting for an agent.
- Customer-oriented interactive services:
 - Information on demand by voice and fax,
 - IVR services for automated transactions,
 - Always available.
- Take the call even when agents are busy:
 - Tell callers the expected waiting time,
 - Offer alternative services,
 - Allow interactive queuing when waiting.

Increase staff productivity

- Calls are systematically transferred to the call center agent with the



most appropriate skill (skill-based routing).

- Automated Services (Audiotex, IVR) free your qualified staff for non-routine calls.
- Screen pop-up technology keeps agents informed and cuts down on transaction time.

Improve service

- Professional and friendly welcome.
- Guaranteed call completion and reduced waiting time.
- Professional automated transactions at any place and any time.

- Enhanced information services with high customer acceptance.
- Announcement of calculated waiting time for an agent.

Reduce and control costs

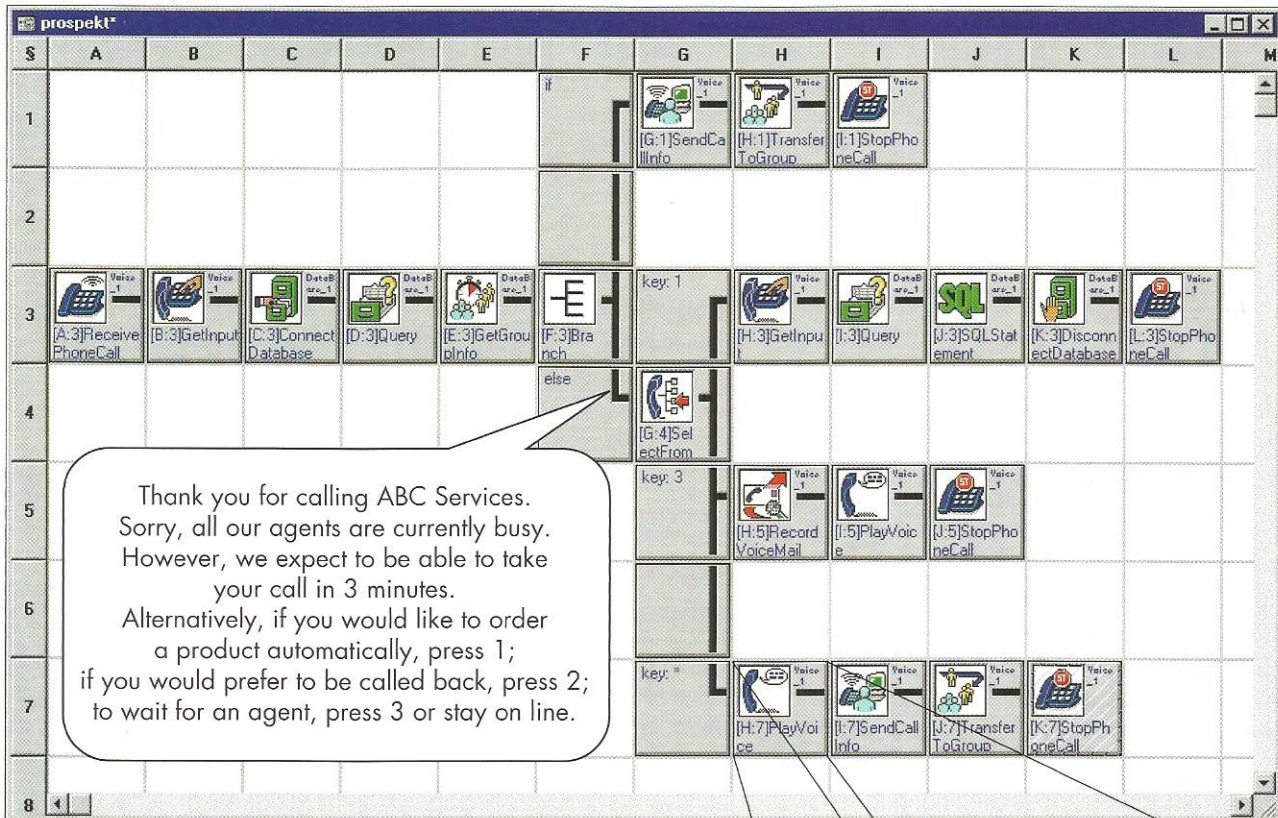
- Effective use of staff through performance analysis.
- Scalable structure for evolving needs.
- Open platform to protect your existing investment.

* Computer Telephony Integration

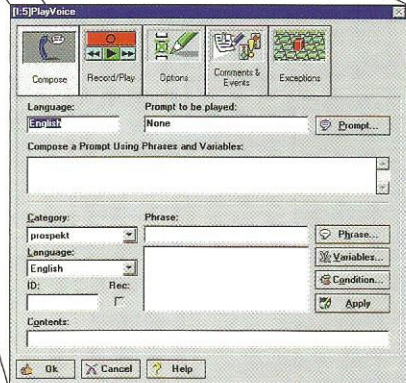


Easy customization

With the Application Generator Drag-and-Drop



Thank you for calling ABC Services. Sorry, all our agents are currently busy. However, we expect to be able to take your call in 3 minutes. Alternatively, if you would like to order a product automatically, press 1; if you would prefer to be called back, press 2; to wait for an agent, press 3 or stay on line.



Who knows your needs better than you?

The Alcatel 4625 Application Generator allows you to design your applications according to your needs.

You may want VIP calls handled by specialist teams, or to allow certain transactions to take place automatically, 24 hours a day, 7 days a week.

Based on your business decisions, you can organize the appropriate customer service.

In the above example, let us assume you have an unexpectedly large number of callers.

- For a more rapid service, regular customers can place their orders immediately, simply and automatically.
- Less urgent calls can be automatically returned at a less busy time.
- Callers are advised about the expected length of the delay, and provided with alternatives should they not wish to wait.

By offering this level of professional service, even in exceptionally busy times, you will retain the loyalty of your customers.

With a simple "drag-and-drop" operation, you can build the outline of your application by placing building block icons on a matrix screen layout. Then, with a double-click on the icons, the necessary parameters are easily set up.

The library of functions

Call Processing

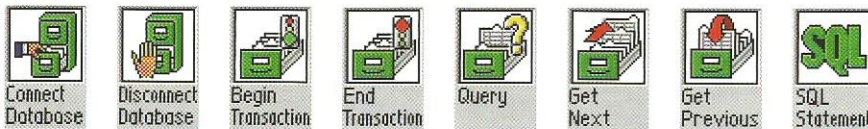


These building blocks provide the basic telephony actions which are necessary to guide a call through any kind of application. They accompany the call from its receipt

by the application, up to the moment where the call has been completed, or transferred to another device. Additionally they offer possibilities for communication between the

caller and the application, by allowing the application to give information to the caller via voice prompts, and to receive instructions from the caller via DTMF tones.

Interactive Voice Response: Real-time access to your databases around the clock



These building blocks are used to create IVR applications, which enable interaction between the caller and the databases. To avoid

data inconsistency, the Alcatel 4625 offers the so-called transaction building blocks. Transaction building blocks are a number

of database building blocks surrounded by "Begin Transaction" and "End Transaction" building blocks.

Voice Messaging: Never leave a call without answer



These building blocks allow callers to leave voice messages.

Call Center: Give a new dimension to your customer service



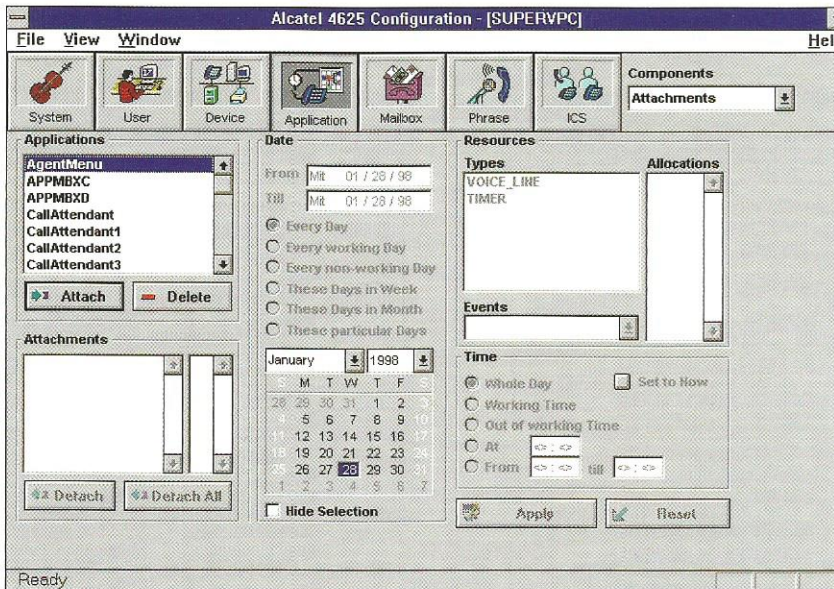
- The ACD building blocks are used to create call center applications in conjunction with the ACD Version 1 of the Alcatel 4400 PBX.

- The CCD building blocks are used to create call center solutions in conjunction with the Alcatel 4400 CCD software (Call Center Distributor).

- The CCD IQ building blocks are used with the Alcatel 4400 CCD (with IQ) to allow Alcatel 4625 applications to run during queuing the call with CCD.

Productivity tool

All necessary information is provided to plan your Call Center for optimum productivity



Administration

The graphical, object-oriented, easy-to-use Administration Generator (Management Interface) allows you to customize all administration functions (including configuration, backup, monitoring, statistics) locally or remotely (via LAN or WAN).

Real-time monitoring and statistics

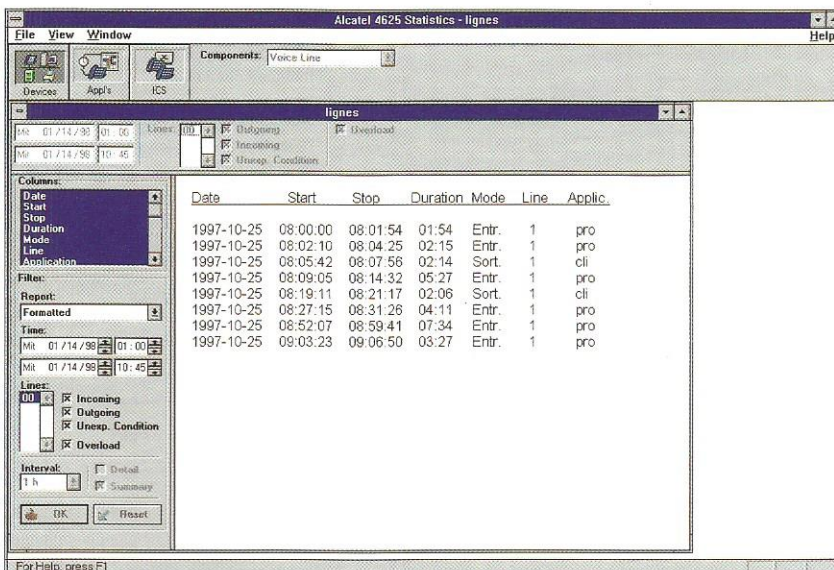
Can be completely customized to your requirements.

A calendar function

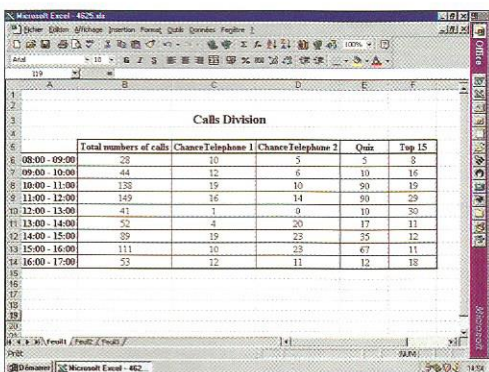
Allows you to schedule applications for working days, holidays, etc., several months in advance, according to your strategic decisions.

Voice prompts

Can be easily recorded: via phone, via soundblaster, or imported from studio tapes.

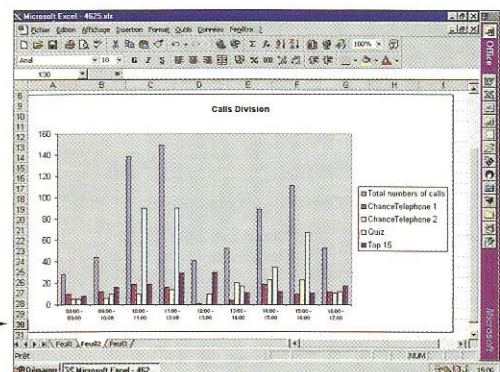


Customer definable statistics on the Alcatel 4625



Exported to Excel

Data presentation with Excel



Alcatel 4625

The Call Processing Server to satisfy your needs

Automated Services

Audiotex, Automated Attendant

Audiotex offers the caller several information sources.

These offers may be non-personal (e.g. weather report) or personal (e.g. personal account balances).

IVR (Interactive Voice Response)

IVR allows callers to make database transactions without the help of an agent.

Examples of such transactions are:

- Order entry for a mail order company,
- Registration for university lectures.

Application Mailbox

The Application Mailbox is a voicemail capability that allows callers to leave messages.

Call Characterisation

Call Characterisation checks the caller's requirements. Using ISDN, CLI or asking the caller to enter a personal identification number (PIN), the system can search information in a database.

Call Center - Integration

ACD

The customer's requirements (checked during call characterisation) are matched with the available agent groups (groups of agents with identical skills) and the incoming call is then routed to the relevant agent group of the Alcatel 4400 ACD.

CCD (Call Center Distributor)

The Call Center Distributor features flexible look-ahead call routing and

call distribution. Traffic and resources are managed with its unique matrix-based routing algorithm which extends current industry standards. Enhanced information exchange (pilot monitoring) between Alcatel 4625 and CCD (via the CSTA link) provides a high integration level.

CCD / IQ (Interactive Queuing)

The interactive queuing feature allows the customer to retain their position in the queue, while making use of other services e.g. Audiotex or IVR. When the call reaches the head of the queue, the interactive session is terminated and the call transferred to the agent.

Call Center - Solution

Alcatel 4625 ICS

The Alcatel 4625 ICS is a Call Center package for small/medium and departmental call centers. Incoming calls are distributed automatically to skilled staff and - if necessary - queued by the ICS. Staff can act on the basis of individual skills and can be part of an unlimited number of agent groups (for further details please refer to the ICS information folder).

Alcatel 4625 Accessories

Customized components (Accessories) are available on request - details have to be checked case by case. The following is a listing of selected components used for dedicated customer solutions:

Automated Message Delivery

If all agents are busy, or not available, the caller is invited to leave a message. These messages are distributed to the agents automatically as soon as an agent with the required skills becomes available.

Secure Identification System

The secure identification of the caller is achieved by a combination of a series of tones, emitted by a personal card, with a dedicated security server for encryption.

External Fax On Demand

The caller can select to be sent, via email interface, one or more predefined fax documents or templates with variables filled in from a database. The External Fax On Demand is a 2-call, single modem solution.

Offline Text To Speech

The Text To Speech solution enables the caller to hear written text. It allows, for example, a very flexible handling of multilingual voice services provided to customers without rerecording all messages each time a new service is created.

Host Access

Host Access can be provided via a third party host access server running under Windows™ NT, with the support of several communication interfaces.

Uninterruptible Power Supply

The Uninterruptible Power Supply protects your Alcatel 4625 against power failure and data loss.

Openness

Fits easily into your present office environment

Services

The services include Automated Attendant, Audiotex, IVR and Call Center functionality offering a range of possibilities.

The call center functions include: flexible call characterization, skill mapping, intelligent call routing, call queuing, waiting time announcements offering alternatives to waiting (i.e. leave message, IVR transaction, queue for callback), as well as screen popping functions with relevant caller details displayed on the PC screen simultaneously with the call transfer.

Database Access & Connectivity

Most common databases can be accessed with the Alcatel 4625. A list of all supported databases that can be accessed, is available on request from Alcatel.

The Alcatel 4625 is based on a client-server architecture. DSP (Digital Signal Processing) technology, voice storage, line access, speech recognition, text to speech and fax technologies, which reside on the server. Whereas the Application

Generator, administration and configuration functions are located on Windows-based client PCs. For PBX connectivity, the industry standard CSTA protocol is supported to interwork with CT Servers and CTI APIs. Powerful CTI functionality can be offered in conjunction with the Alcatel 4000 PBX range.

Applications

Customer specific applications can easily be built, or adapted, by the

Alcatel 4625 GUI based drag-and-drop application generator. To ease implementation industry specific solutions are available.

**"Sorry, all our agents are busy, please hold the line".
If your customers continuously hear a message like this, do you think they will continue to wait?**

Meet or exceed your customer expectations, while reducing costs. Consult Alcatel

